

	REAL-TIME CRIME OPERATIONS CENTER	Operations Order 5.11.00
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1. **PURPOSE** - To assist in gathering investigative and follow-up information in real-time for public safety operations concerning crimes in progress and emergencies including violent and property crime, along with critical incidents.
2. **SCOPE** - Cameras will be accessed by the Real-Time Operations Center (RTOC) personnel to help disseminate important suspect information and prepare responses to critical incidents in order to quickly ensure the safety of the public and first responders.

3. **RTOC PROCEDURES**

- A. **Real-Time Operations Center Cameras**

- (1) RTOC Cameras are comprised of multiple overt video cameras placed at locations affected by violent crime and critical incidents.
 - (2) Each camera can be individually controlled by the operators in the RTOC in what is commonly known as a Point Tilt Zoom (PTZ) configuration.

- B. **RTOC Cameras May Be Used for the Following Purposes:**

- (1) Public Safety – RTOC cameras allow real-time visuals of critical incidents needing an immediate public safety response and will assist in solving crimes by identifying vehicle, suspect, or witness information.
 - (2) Deterrent – Be the eyes on the street assisting with real-time information for first responders who cannot be present at the time the incident occurs.
 - (3) Support – In areas equipped with these cameras, approved operators will provide immediate actionable information to responding officers.
 - (4) Investigative Follow-Up – Criminal incidents captured by operators will be utilized to enhance and further investigations.

- C. **Deployment Authorization:**

- (1) When determining the placement of cameras, the Department will balance the public's need for enhanced security in high crime areas where more police presence is requested.
 - (2) All camera placements will be approved by the Police Chief or their designee.

- D. **Logistics and Considerations:**

- (1) RTOC cameras will only be used in public-facing areas, elevated, and visible to the public.
 - Live footage will only be viewed inside the secured and controlled RTOC facility.
 - Access to the live footage will be restricted to the camera operators and authorized members of the RTOC.
 - (2) All control and monitoring of the RTOC cameras will be conducted in a professional, ethical, and legal manner.

NOTE: System operators shall control and monitor the system based on incident descriptions and observed actions or behaviors, and not based on an individual's characteristics.

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E. Records Retention and Storage:

- (1) Recorded data that does not document specific criminal incidents is kept confidential and secure for 30 days from the date recorded.

NOTE: At the end of the 30 days, the computer software automatically purges the data.

- (2) Recordings documenting incidents being investigated by agencies and jurisdictions outside of the City of Phoenix should make the request for the data and its retention through the office of the Police Chief.
 - Collection of the evidentiary footage will be conducted by the Department's Computer Forensic Unit to ensure admissibility in court.
 - Once provided to the requesting agency, retention of the evidentiary footage will be maintained in accordance with their respective policies.
- (3) Inquiries from the public will be handled in accordance with [Operations Order 5.5.00, Release of Records](#).

Last Organizational Review: